

for APS Users

APS Information Technology Group

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Outline

- Session 1: Introduction & Email
- 5 minute break
- Session 2: Calendar



Zimbra Introduction

Why Zimbra?

An APS Perspective

- The Laboratory operates 2 Email/Calendar Systems:
 - Exchange
 - **Zimbra**
- VMWare Zimbra, is a modern, standards based Collaboration Suite
 - See <http://www.zimbra.com/>
- **Synchronize email, calendar, contacts and files with various mail clients and mobile devices**
- Cross-platform: Linux, MAC OS and Windows (and Solaris)
- Operated by the Lab's Computing and Information Systems (CIS) division
- Used by Lab Divisions: ALCF, APS, CI, CIS (few), CNM, ET, MCS, MSD, NE-CAT
- Migration to Zimbra is cost-effective



Migration to Zimbra is Cost-effective

- Support for Zimbra service is provided as part of Lab “overhead” tax which each division already pays
- APS doesn’t need to duplicate mail and calendar services
- Aging APS Mail and Calendar Server hardware can be decommissioned (In addition, Sun/Oracle vendor no longer supports hardware)
- No need for APS to maintain separate servers and software, like NotifyLink, to support mobile devices
- Although the APS Web Portal (<https://calypso.aps.anl.gov>) will no longer provide access to email, it will continue to be used for other purposes
 - For example, to make internal web pages available remotely
- Because Zimbra mail and calendar services are run by CIS, APS IT Staff can focus on other IT support more directly related to science



Zimbra Benefits to Users

- **Better integration to the rest of the Laboratory** for setting up meetings, accepting invitations, including MS Exchange users at the Lab
- **Use ANL password for access to your Zimbra mail box**
- Modern “ical” based program, which is compatible with most modern calendar programs like Google and Apple Products
- Can access email from a desktop mail client or the Zimbra web client
- Using the Zimbra web client and Thunderbird (properly configured), no need to:
 - VPN/Crypto Card, or
 - Access APS Web Portal, <https://calypso.aps.anl.gov>
- Users email address username@aps.anl.gov will remain the same
- User’s perspective: What’s different about Zimbra(End-User Benefits)?
 - http://www.zimbra.com/about/what_is_different_about_zimbra.html



Zimbra Migration Project Status



- Migration Notes:
 - Sophisticated tools were developed to automate the migration process
 - User initiated process which occurs in phases, with email notifications regarding progress
 - Migration was conducted an individual, group and Division at a time
 - APS IT assists, as needed
 - Open a support request at <http://www.aps.anl.gov/hd>
 - APS users email, personal calendar, and mailbox folders all migrate to Lab's Zimbra Server
 - Manual migration of address books and local mail folders
- Project Status:
 - Still migrating users 601/626+ remaining (03/22/11)
 - Once everyone is migrated, resource calendars, like group and conference room calendars, will be migrated
 - Zimbra migration project completion expected, April 2011
 - Thank you to all who have participated in the Zimbra Migration Project!

Zimbra Email

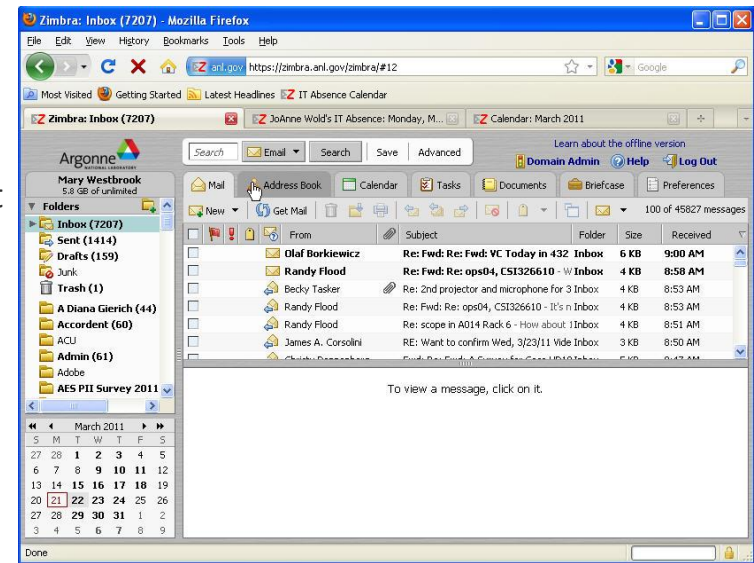
Zimbra Limitations



- No mailbox size limitation
- “Standard” message size limitation
 - 100 mb per email message (including attachments)
- If users need to send a file larger than 100 mb
 - Can use Zimbra Web Interface Briefcase tool (<763 mb)
 - Can use the ANL File Transfer Utility (<= 2 GB)
 - <https://webapps.anl.gov/filetransfer/>
 - Instructions:
http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Services/General/?page=FileTransferUtility
- For other options, open a support request at: <http://www.aps.anl.gov/hd>
 - Anonymous FTP, network share, web download
- Virtually no limit to the number of attachments
 - As many as 16 simultaneous attachments have been tested
- At this time, **Zimbra does not have email notification for calendar events**
 - The next release of Zimbra, version 7, will add this feature
 - Zimbra version 7 upgrade estimated late 2011

Supported Zimbra Email Clients

- **Zimbra Web Client, ZWC**
- Mozilla Thunderbird
- Apple Mail and iCal
- Other clients on a limited, “best effort” basis and are---Not recommended---
 - Any email client that can be configured for IMAP can be used
 - MS Outlook (**currently investigating issues**)
 - Requires MS Outlook be installed
 - Can configure 2 ways:
 - Using Zimbra Connector for Microsoft Outlook (full-features), or
 - IMAP



Access to APS Zimbra Email from On or Off-site

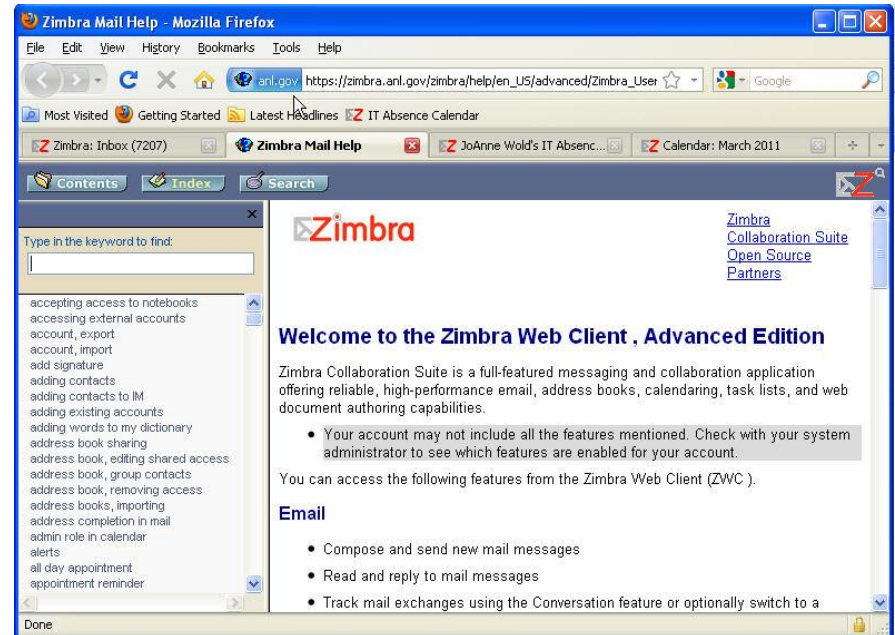


■ ZWC Benefits

- Browser independent
- Intuitively designed and feature rich
- ZWC "Help" feature actually helpful
- Good about informational messages, like:
 - Import Started
 - Import Completed and others
- Can do things in ZWC, can't do in TB
 - Vacation Message
 - Accept appointments, calendar shares, etc.
- Many items in the web interface will give you a menu of options with “right-click” or “option-click”
- Free/busy and availability across Lab and to public (optional)

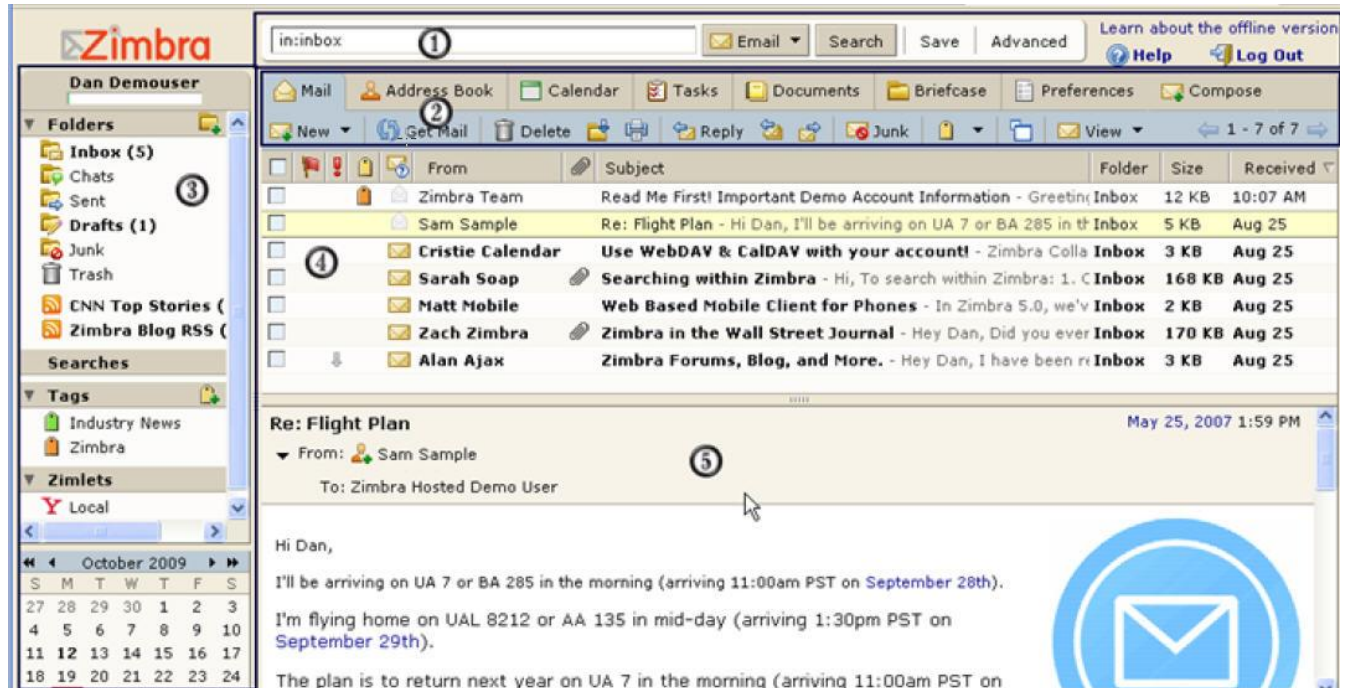
■ Login with ANL credentials

- No need to VPN/CryptoCard into the APS network to read email
- No need to access APS Web Portal, <https://calypso.aps.anl.gov>
- Note: By default, users do not have an option to enable a “Read Receipt” on an email



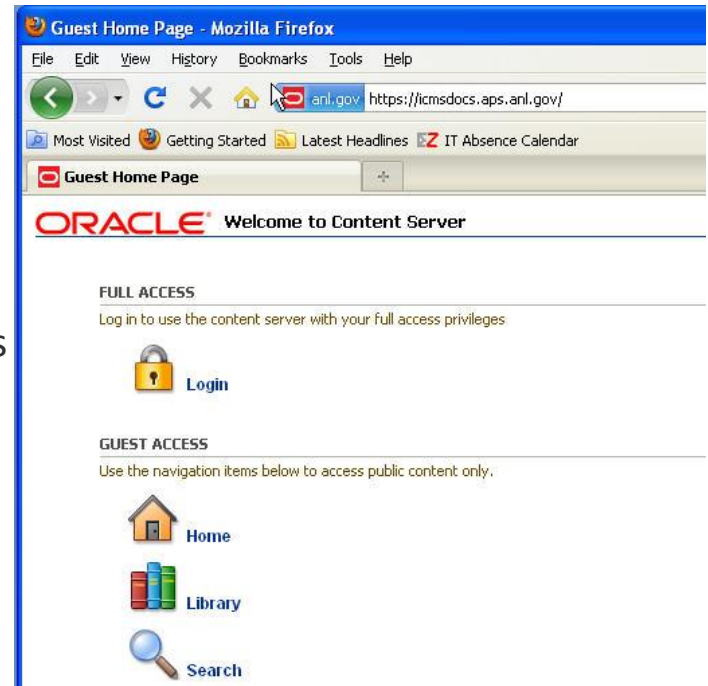
ZWC: Layout

1. Window Header
2. Toolbar
3. Overview Pane
4. Content Pane
5. Reading Pane



APS LDAP Account

- LDAP=Lightweight Directory Access Protocol
- LDAP is a standard Internet Protocol used to lookup information from a server
- APS LDAP account **was used** for access to APS Email and APS Sun Calendar System, prior to the migration to Zimbra
- **Zimbra uses ANL credentials**
- APS LDAP account is still used for:
 - ICMS
 - Network/SAMBA share authentication
 - Login to various APS and XOR Solaris/Linux systems
 - Login to APS MAC systems



Changing Account Passwords

- 6 month password expiration is mandated by DOE
- Users receive email notifications regarding password expiration
- Carefully read email notifications
 - ANL account
 - APS LDAP account
- Read Email notifications carefully

-----Original Message-----

From: helpdesk@aps.anl.gov [mailto:helpdesk@aps.anl.gov]
Sent: Monday, February 28, 2011 6:00 PM
To: jlee@aps.anl.gov
Subject: Your APS Unix/Email Password for user: jlee will expire soon

jlee,

This is an automated email message from APS account administration. Please do not

DOE/Lab cyber security policy requires that all passwords be changed periodically.

The password for your APS Unix/Email account "jlee" will expire at 07:23AM 03/11.

If you do not change your password, your account WILL BE LOCKED. This is an automated message.

NOTE: If you use NotifyLink on a BlackBerry or other smartphone, you must contact your NotifyLink administrator to get your NotifyLink password changed. The NotifyLink password must be changed. If you do not change your password, your APS Unix/Email account will be locked.

Changing Your Password

Click on the following link to change your password:

https://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Secure/CyberSecurityPublic/index.php?page=Change

*From: *PasswordAdministrators@anl.gov
[mailto:PasswordAdministrators@anl.gov]
*Sent: * Wednesday, February 23, 2011 7:01 AM
*To: * Harold Brewer
*Subject: * The password for your ANL Domain account (your account name is "b85118") will expire in 7 days

This is an automated message from CIS account administration. Please do not reply to it.

DOE password policy requires that all passwords be changed periodically. You may change your password before or after it expires.

The password for your ANL Domain account (your account name is "b85118") will expire in approximately 7 days (on Thursday, March 03, 2011 at 06:04 AM Central Time).

/Changing Your Password/

Use one of the following ways to change your password:

1. Change your password using the ANL Credentials (<https://credentials.anl.gov>) web site. Select the "Change Password Utility" link.
2. In Windows you may press CTRL+ALT+DEL and select the "Change Password..." button. Set the domain to ANL.

APS LDAP and ANL Credentials

- ANL account
 - Change your ANL password at: <https://credentials.anl.gov>
 - Once you change your ANL password:
 - For Windows users, log out/login in to your computer(s) to avoid possible authentication issues
 - Update all cached passwords:
 - Teach Thunderbird your new ANL password
 - Update ANL password on any mobile devices
- APS LDAP account
 - Change your APS LDAP password at:
 - https://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Secure/CyberSecurityPublic/index.php?page=change
 - Once you change your APS LDAP password:
 - For Linux/Unix and MAC users, log out/login to your computer(s) to avoid possible authentication issues
 - Update all cached passwords



Zimbra Thunderbird Configuration



To configure Thunderbird, use the following settings:

- User Settings
 - **Email Address:** username@zimbra.anl.gov
 - **Later change:**
 - Account Name: username@aps.anl.gov
 - Email Address: username@aps.anl.gov
- Server Settings
 - Server Name: zimbra.anl.gov
 - Connection security: SSL
 - Authentication method: Normal password
 - Port 993
- Outgoing Server (SMTP)
 - Server Name: zimbra.anl.gov
 - Port 465
 - Connection security: SSL
 - Authentication method: Normal password
 - User Name: (Enter your username)
- **For more information, see**
http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Services/Email/Thunderbird/TB_zimbra.pdf

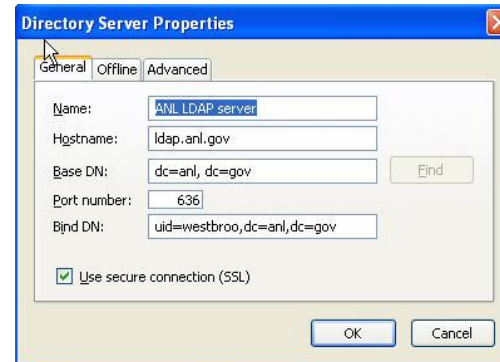


Thunderbird LDAP Server Configuration



- You will also want to change the LDAP server for email address lookup
- In Thunderbird, Under Tools->Account Settings->Composition & Addressing
- Under heading “Addressing”

- select “Use a different LDAP Server”
- click on “Edit Directories”
- Click on “Add”
- Configure like this →



- Use password manager to save password to avoid authentication for each address lookup
- **NOTE: Check your Email client, configure LDAP as shown above as the APS Address Book server (ldap.aps.anl.gov) will eventually be shutdown**



Email Aliases

- Users can maintain their own ANL email alias at: <http://www.anl.gov/alias>
- Confirm that your alias-name@anl.gov forwards to your username@aps.anl.gov mailbox
- APS CSRs: Ken Sidorowicz and Dave Leibfritz can also update APS user @anl.gov email aliases on a user's behalf
- For support with other email aliases, open a support request at: <http://www.aps.anl.gov/hd>

Argonne Email Alias System - Mozilla Firefox

File Edit View History Bookmarks Tools Help

https://www.anl.gov/cgi-bin/anl/my/myalias

Most Visited Getting Started Latest Headlines

Argonne Email Alias System

Argonne NATIONAL LABORATORY

Argonne Email Alias System

Inside Argonne help

AES My Aliases

Enter desired nickname: Verify Add Help

(Optional) Owner badge:

Nickname	Email Address	Owner Name	Owner
mwestbrook	westbrook@aps.anl.gov	Mary L. Westbrook	25671

Entires: 1

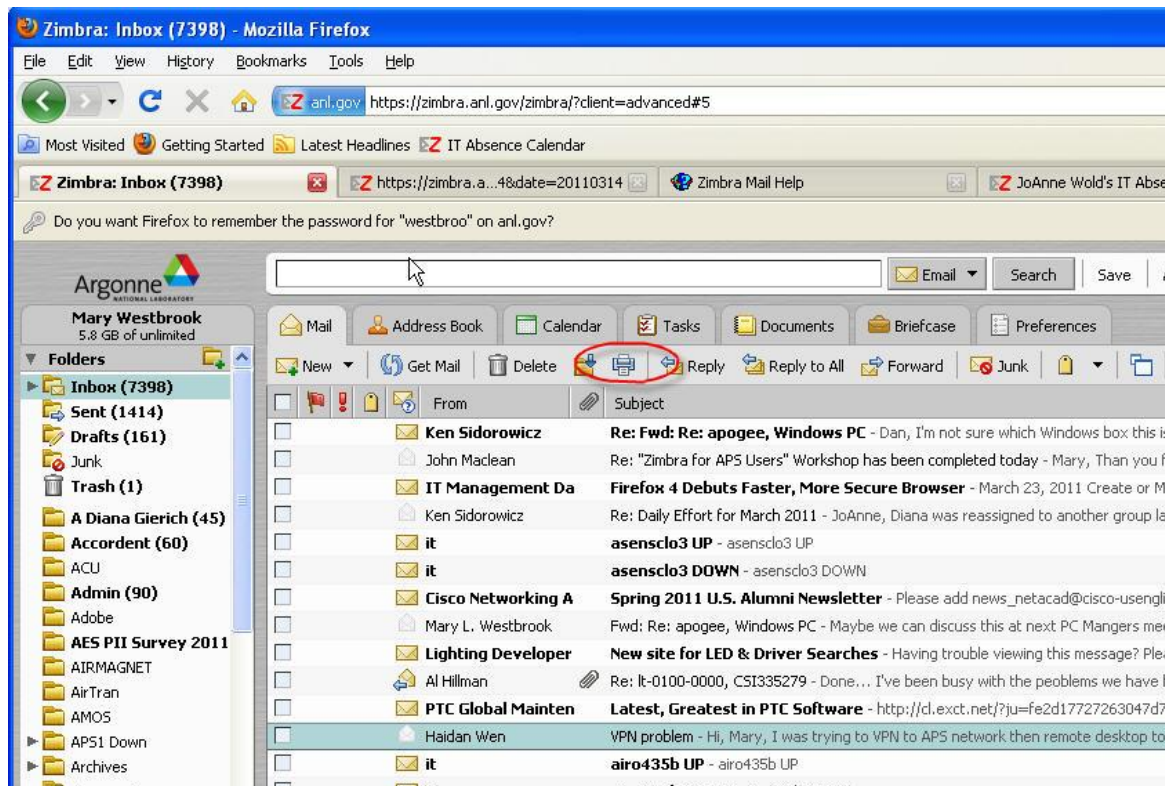
User: westbroo

privacy & security notice feedback

U.S. Department of Energy UChicago Argonne U.S. DEPARTMENT OF ENERGY Office of Science

ZWC: Printing

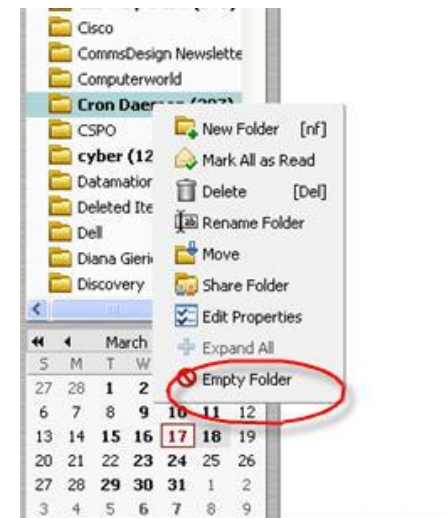
- For best printing results,
 - Recommend printing using the ZWC print icon
 - Do not print from the browser



Zimbra Mail Folders

Mail Local Folders

- 2 types of mail folders:
 - Folders in user's mailbox on server, called "Mailbox Folders"
 - Folders resident on computer, called "Local Folders"
- Zimbra migration moves "mailbox" folders to Zimbra
- Zimbra migration does not move "local" folders
- Following the migration, users can move "local" folders within Thunderbird client to Zimbra Inbox using "drag-n-drop"
 - And, all dates and times will be maintained properly
- Going forward, you can easily empty folders
 - Right-click on Folder
 - Select "Empty Folder"
- When "Empty Folder" messages do not go to Trash, automatically removed from mailbox



Thanks, Greg!

Zimbra Trash

- User deleted messages are moved to “Trash” folder
- Share invitation (calendar, briefcase, & other) email messages are automatically moved to the Trash, when you respond (this behavior can be changed in Preferences)
- Trash folder can be emptied
 - Manually by user
 - Right-click on Trash
 - Select “Empty Trash”
 - Automatically by Zimbra
- **CAUTION!** Zimbra deletes messages in the Trash folder automatically **after 30 days**
 - Once trash folder is emptied, the email is completely deleted from the user's mailbox
- **Is it possible to "undelete deleted mail" from the server side?** A CIS administrator would have to go to an incremental backup, and restore the user's mail to a temporary mailbox to get the message back. In a worst case scenario, it may be possible to recreate the messages using the Zimbra journal files. In any case, CIS would consider going to these lengths for an **ultra-critical last-ditch must-have piece of email, but not much else**



(From CIS Zimbra Wiki:

https://wiki.anl.gov/public/CIS_Email_Services/Zimbra_User_Documentation/FAQ#Did_Zimbra_empty_my_Trash_folder.3F)

Zimbra Mail Filtering

Zimbra Mail Filters

- Mail filters are a set of user defined conditions that are checked against incoming email
- When an incoming email meets any of the user defined conditions, the filter performs user defined actions on the email
- Mail filters can be used to:
 - capture spam that has bypassed spam filters
 - presort mail into designated folders
 - to apply tags to mail
 - to forward select messages
 - to drop/discard messages
- With Zimbra, can construct filters using wildcards, see:
 - [http://wiki.zimbra.com/index.php?title=Zimbra Web Client Mail Filters](http://wiki.zimbra.com/index.php?title=Zimbra_Web_Client_Mail_Filters)
- Message filters are not transferred as part of the Zimbra migration
 - Will need to be re-created within ZWC
 - May not need to be re-created within Thunderbird



Zimbra Mail Filters

Example: Move Messages to Folder



- Create mail filters to move messages to folders
 - Launch ZWC
 - Create Folder, New->Folder->Give folder a name->Create Folder
 - Preferences->Filters->New Filter or Edit Filter
 - Configure a filter to “File into Folder” and browse to folder, OK
 - Select “Run Filter”
 - Launch Thunderbird
 - Create Folder, File->New Folder->Give folder a name->Create Folder
 - Tools->Message Filters->New or Edit
 - Configure , filter to save messages to a folder
 - For perform these actions, select “Move message to”, select the folder, OK
 - Select “Run Now”
 - Mail filters previously configured in Thunderbird may continue to work
- Recommend message filters be configured in ZWC, as filtering happens on the Zimbra server and is independent of the email client used
 - Zimbra filters are “global”
 - Thunderbird filters are “local”

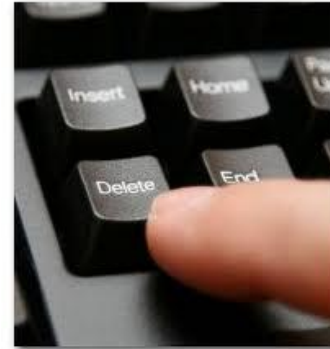


Zimbra Mail Filters

Example: Delete/Discard Email



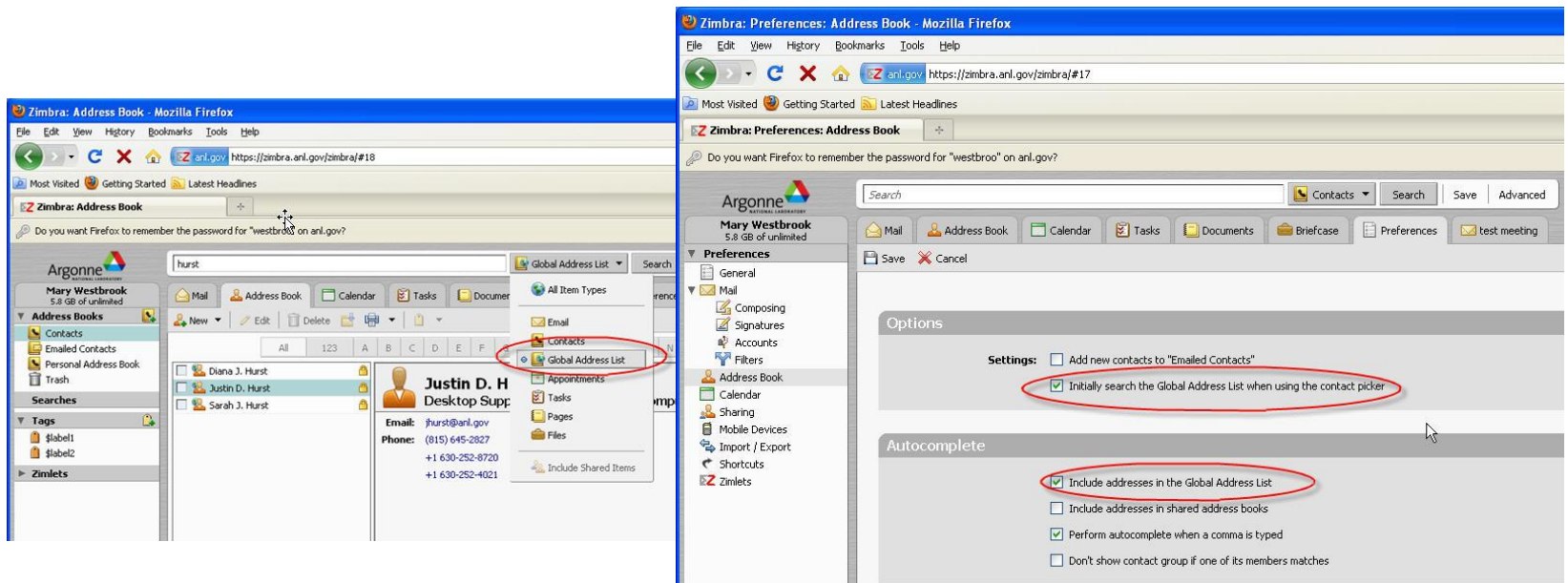
- Launch ZWC and login
 - Preferences->filters
 - Configure a filter to “discard” messages
 - Select “Run Filter”
- Launch Thunderbird
 - Tools->Message Filters
 - Select Create “new” or Edit “existing filter
 - For perform these actions, select “Delete message”
 - Select “Run Now”
- Check out these Spam filter tips on the Zimbra Open-source community Wiki!
 - http://wiki.zimbra.com/wiki/Cool_User_Spam_Filters



Zimbra Address Books

ZWC: Global Address List

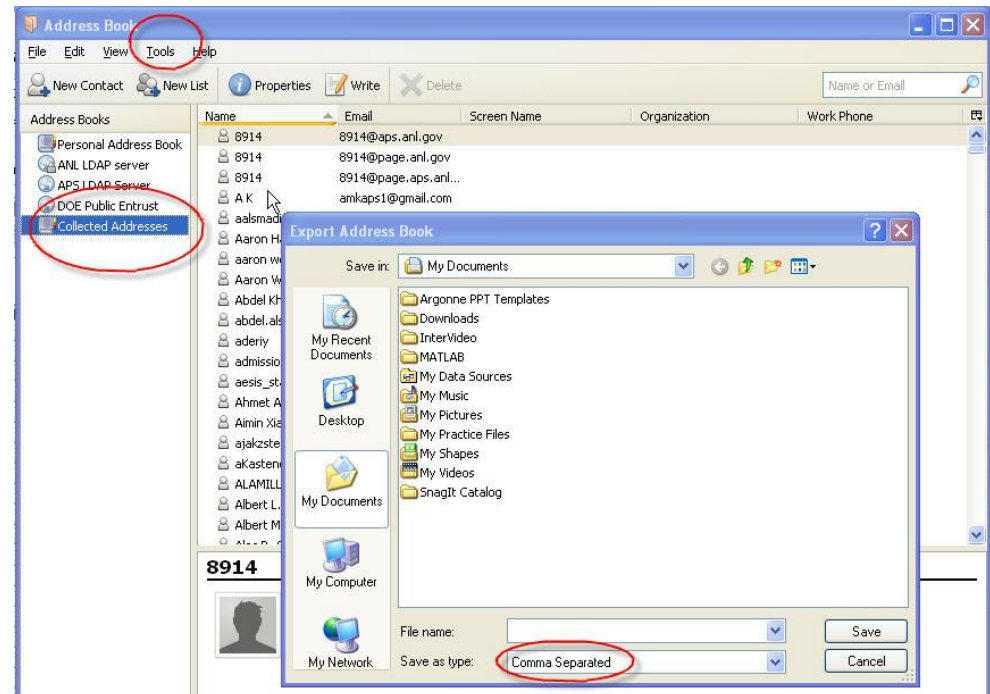
- Zimbra maintains a Global Address List (GAL) of **all Argonne email addresses**
- “On-the-fly” Argonne GAL lookup is a feature of Zimbra email
- ZWC automatically configured to lookup addresses in Argonne GAL
- GAL is checked when contacts are searched



Zimbra Address Book Exported from Thunderbird



- Export a Thunderbird Address Book
 - Tools->Export
 - Select and save .csv file
- Import a Thunderbird address book into Zimbra using ZWC
 - Create new address book (Address books, New->Address Book->AB-name, OK) or can import into “Contacts”
 - Select “Preferences”
 - Select “Import/Export”
 - Import:
 - File, browse to CSV file you saved above
 - Type, Auto-detect
 - Destination, select the address book from list



ZWC: Import Address Books



- Preferences tab->Import/Export
- Identify .csv filename, type and destination

The image displays two screenshots of the Zimbra web interface, specifically the 'Import / Export' preferences page. The left screenshot shows the 'Import' section with the following details:

- File:** Z:\Projects\Zimbra\CAc\ [Browse...]
- Type:** Auto-Detect
- Destination:** Contacts

The right screenshot shows the 'Export' section with the following details:

- Type:** Account (selected), Calendar, Contacts
- Source:** All folders

An informational dialog box is overlaid on the right screenshot, indicating that the import was successful:

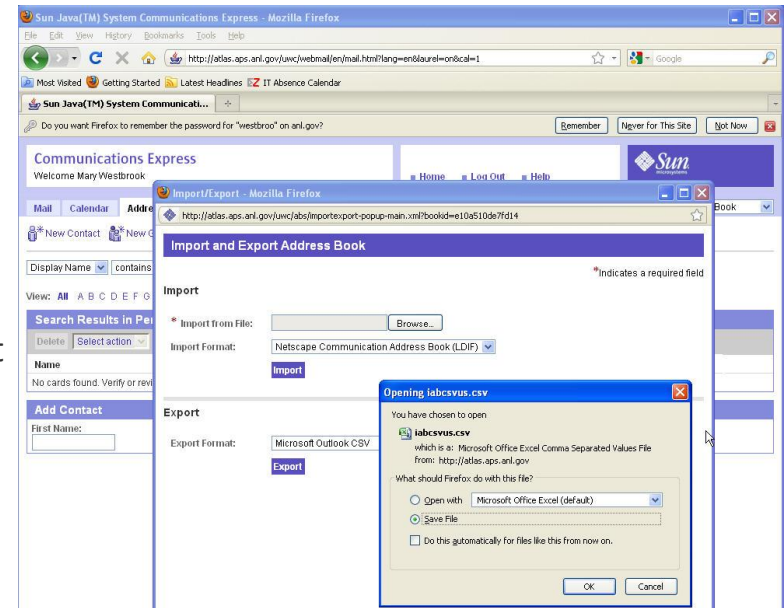
Informational
Import succeeded.
OK



Zimbra Address Book Exported from Sun Calendar System



- Export Sun address book
 - On Sun, select address book, like “Personal Address Book”
 - Export as: MS Outlook CSV (save as file)
- Import Sun address book into Zimbra using ZWC
 - Create new address book (Address books, New->Address Book->Abname, OK) or can import into “Contacts”
 - Select “Preferences”
 - Select “Import/Export”
 - Import:
 - File, browse to CSV file you saved above
 - Type, Auto-detect
 - Destination, select the address book from list
- Note: vCard format also works



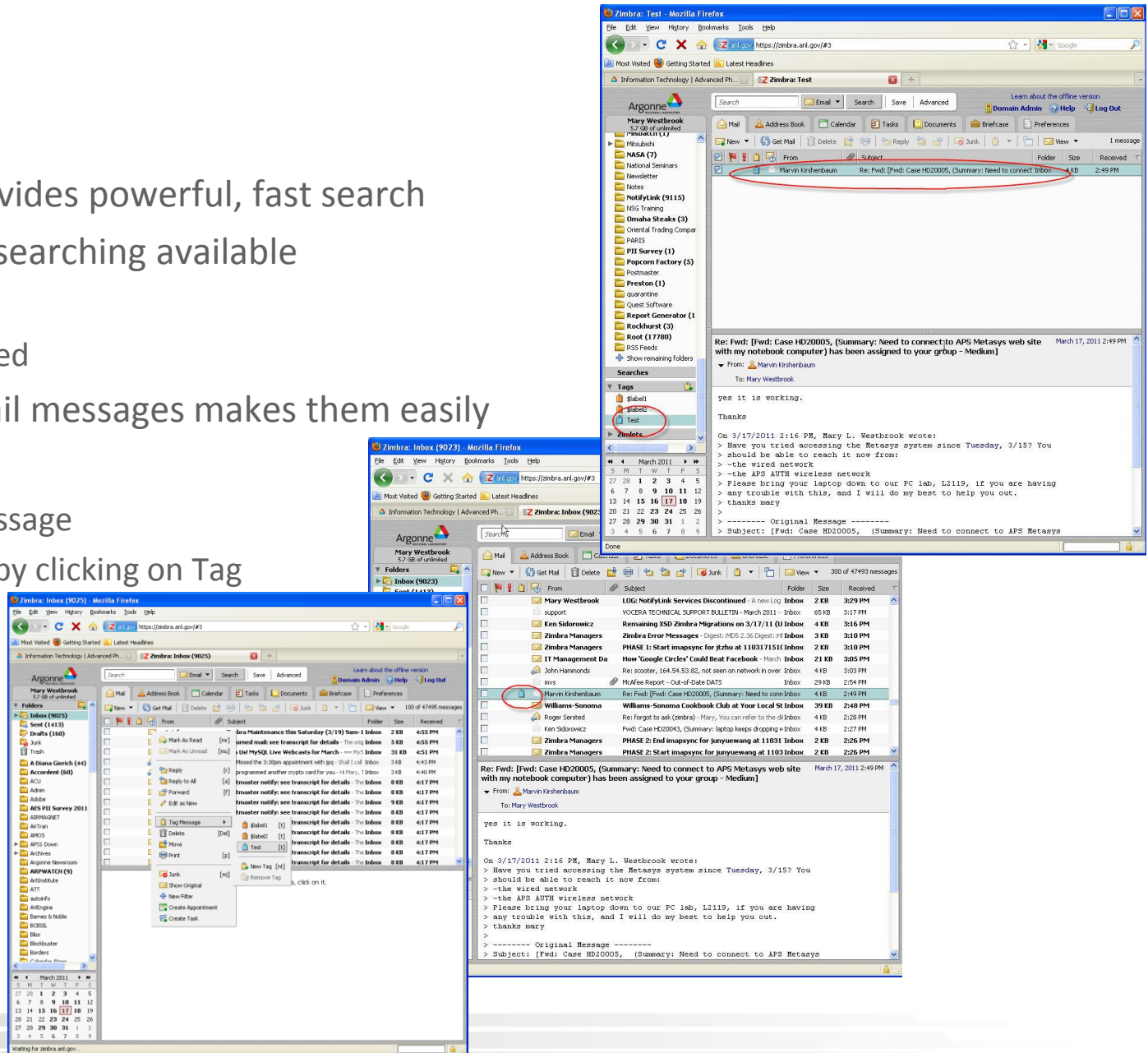
Zimbra Address Books Tips

- Import of large address books can be problematic
- In some cases, the data needs to be “massaged”
 - For example, remove special characters
- For assistance, open a help desk case at <http://www.ap.anl.gov/hd>
- Recommendation:
 - Create a new address book
 - Import into new address book

Additional ZWC Features

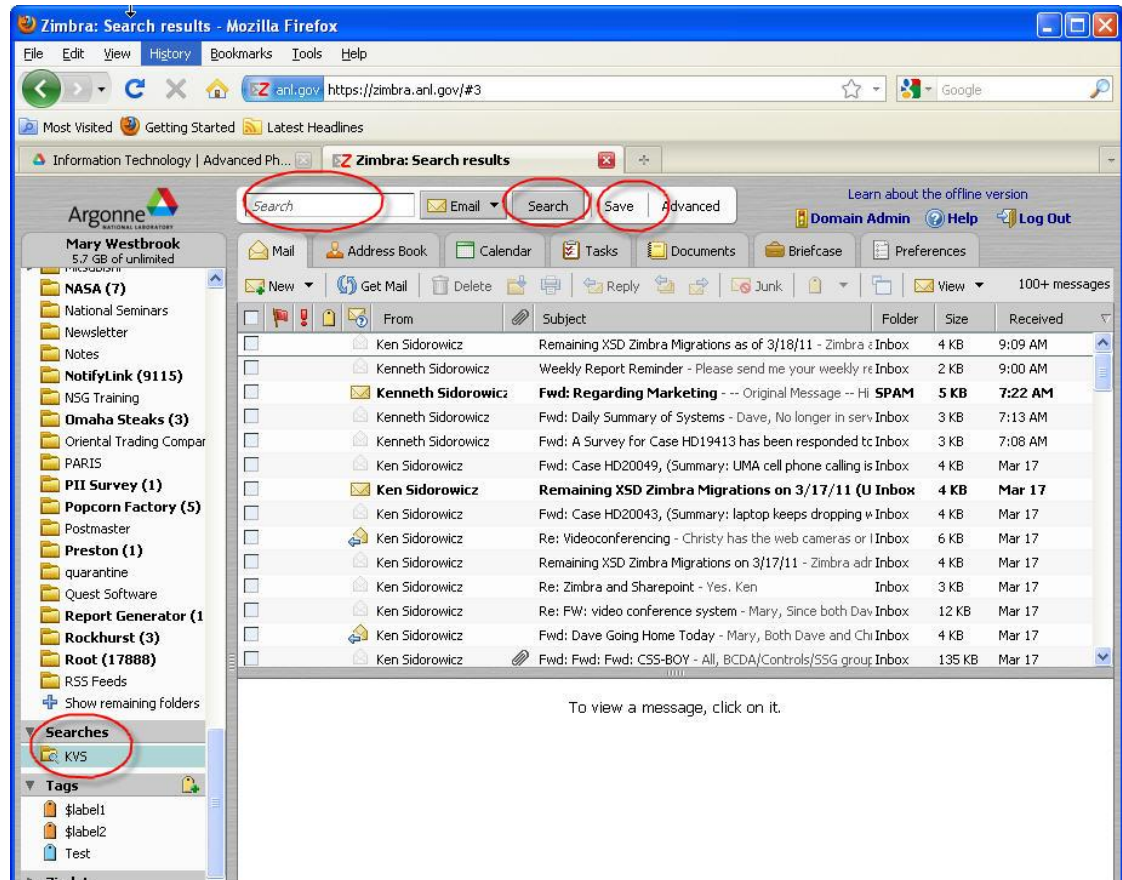
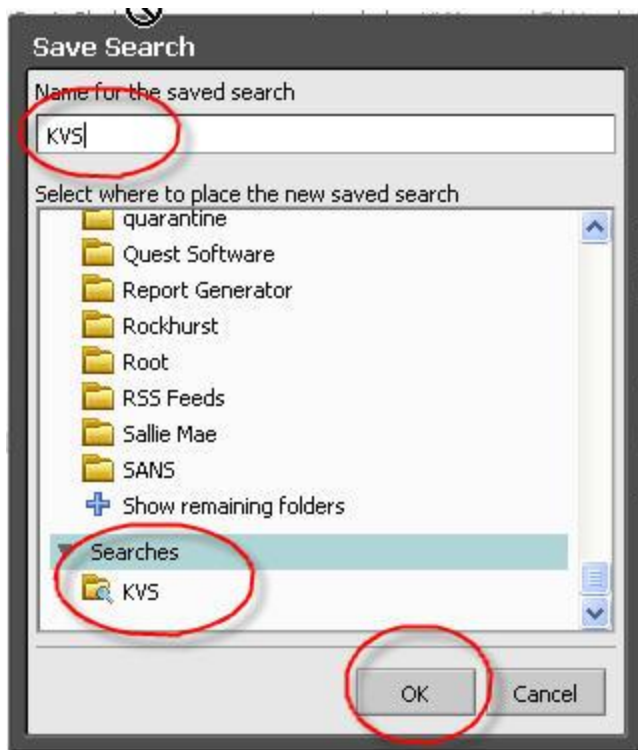
ZWC: Search Email

- Zimbra provides powerful, fast search
- 2 forms of searching available
 - Basic
 - Advanced
- Tagging mail messages makes them easily searchable
 - Tag Message
 - Search by clicking on Tag



ZWC: Save Searches

- You can save a “search” for future use



ZWC: Email Distribution Lists

- Add a new email distribution list in ZWC as a “Contact Group”
- Can also use address book for this
- CC or BCC distribution list or AB name in order to not expose the recipients

The image displays three screenshots of the Zimbra web interface, illustrating the steps to create a contact group.

Top Screenshot: Zimbra: Address Book - Mozilla Firefox
This screenshot shows the Zimbra Address Book interface. The "Tools" menu is open, and the "Contacts" option is highlighted. The "Search" button is also circled. The interface shows a list of address books, including "PC Admins".

Bottom Left Screenshot: Zimbra: Inbox (8015) - Mozilla Firefox
This screenshot shows the Zimbra Inbox interface. The "New" button is circled, and the "Contact Group" option is selected from the dropdown menu. The interface shows a list of folders, including "Inbox (8015)".

Bottom Right Screenshot: Zimbra: Contact - Mozilla Firefox
This screenshot shows the Zimbra Contact interface. The "New" button is circled, and the "Contact Group" option is selected from the dropdown menu. The interface shows a list of contacts, including "PC Admins".

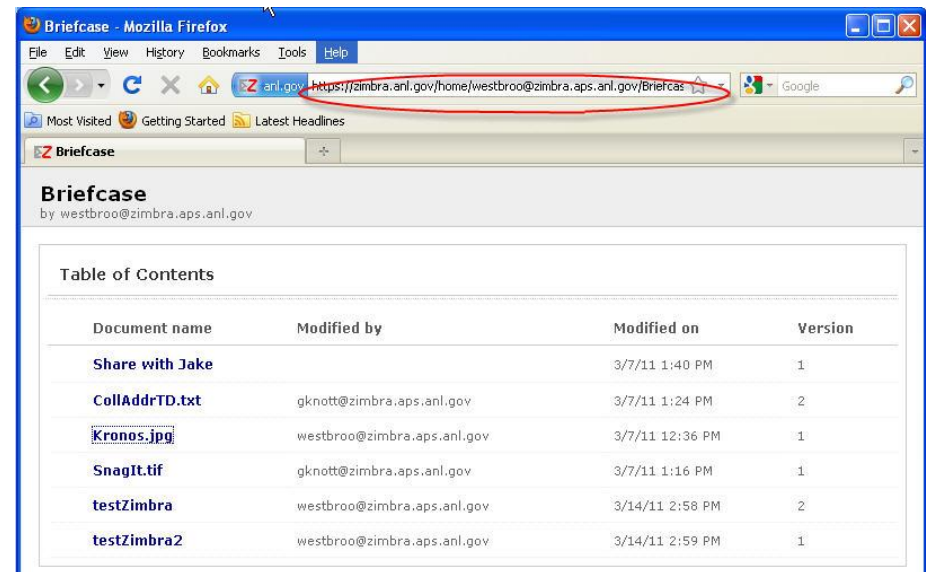
Zimbra and Entrust

- The Lab requires that Personally Identifiable Information (PII) sent in email be encrypted
- DOE/ANL have obtained Entrust licensing to allow users to send digitally signed and encrypted email messages
- Entrust certificates can be imported into the Thunderbird email client
- **Entrust is not compatible with the ZWC**
- For assistance with Entrust certificates, open a support request at <http://www.aps.anl.gov/hd>
- See APS IT Entrust FAQ page:
 - http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Services/CyberSecurity/Entrust/
- See vendor's website, <http://www.entrust.com>.
- **Different LDAP server required, DOE Public Entrust**

ZWC: Briefcase

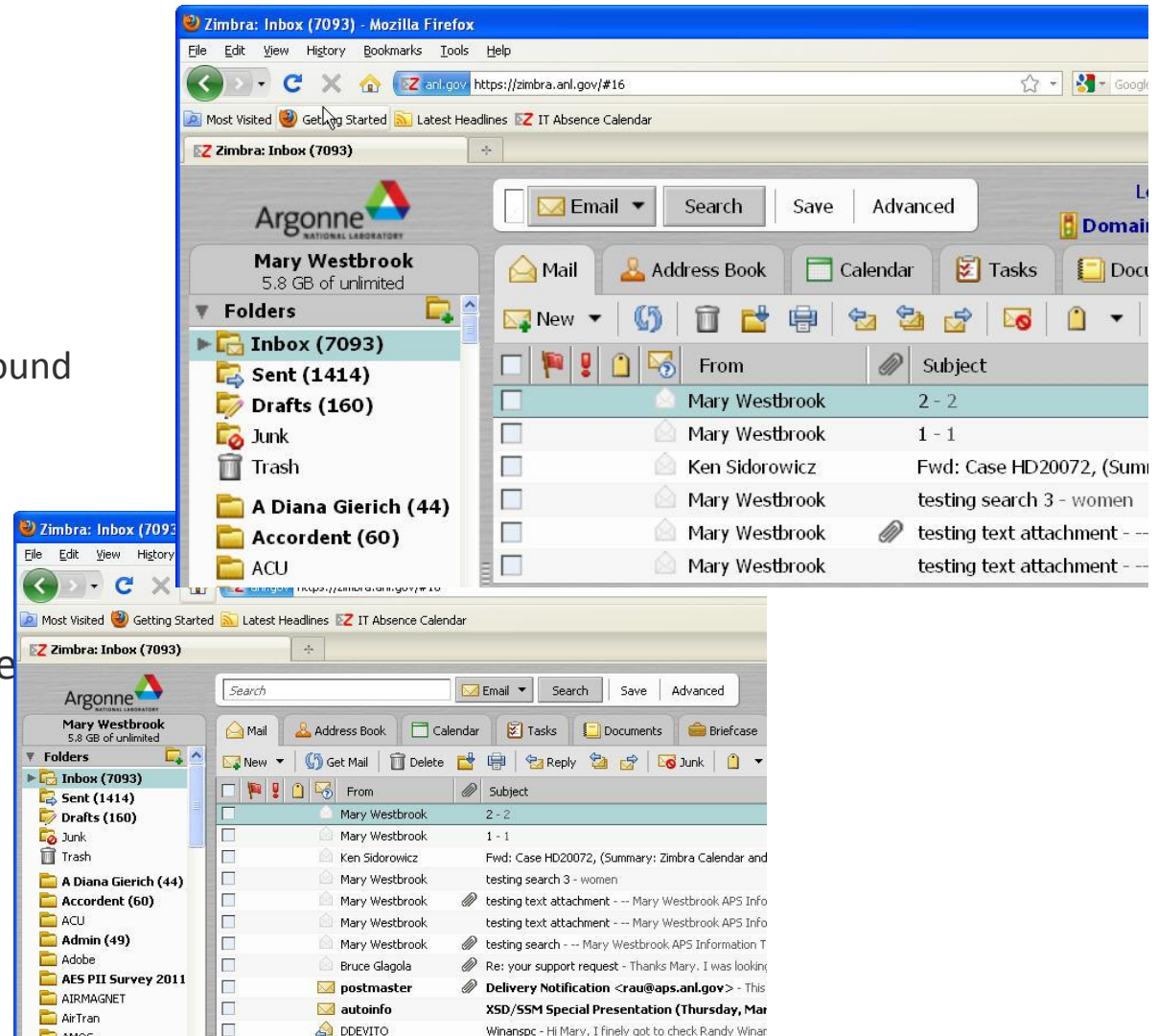


- ZWC Briefcase feature can be used for “file-sharing”
 - File size limit < 763 mb
- Can upload a file to your own Briefcase
- Or, can create a document within ZWC
 - Documents tab
- Can create folders within your Briefcase
- Can send a Briefcase file as an email attachment
- Can share your Briefcase
 - Share with user@zimbra.aps.anl.gov,
not user@aps.anl.gov
- If someone shares their Briefcase with you,
 - download the file
 - edit file, and
 - upload file
- Web access to Briefcase:
 - <https://zimbra.anl.gov/home/username@zimbra.aps.anl.gov/Briefcase>



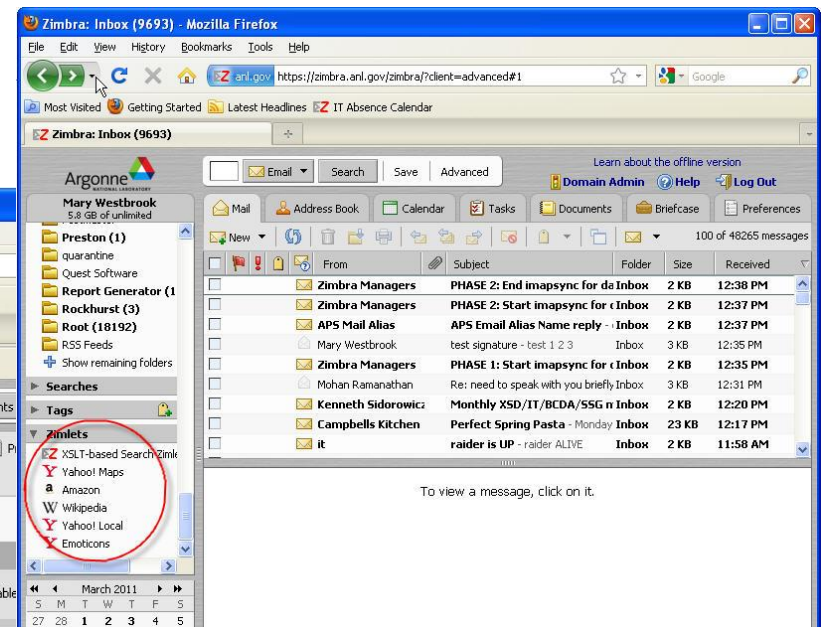
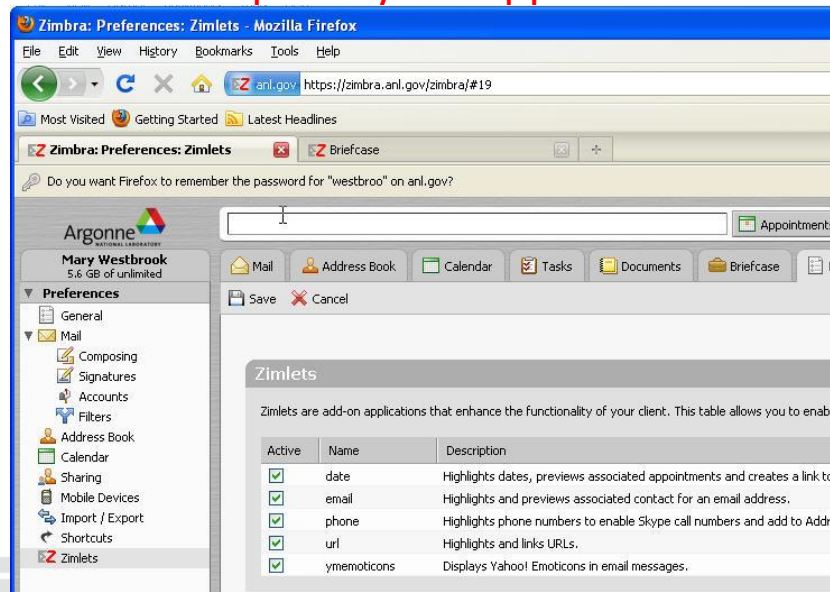
ZWC: Larger Font Size?

- Browser
 - View->Zoom In
- Display Settings
 - For Windows users, right-click on background
 - Select “Properties”
 - Select “Settings”
 - Adjust resolution lower for larger text
- Control/+ key sequence
- Other Ways?



ZWC: Zimlets

- Zimlets are small programs used to integrate third-party information and content with the Zimbra Web Client features
- Some Zimlets are enabled by default
- Manage Zimlets using Preferences->Zimlets
- Check out this Zimbra blog about the Sticky Notes Zimlet:
 - <http://blog.zimbra.com/blog/archives/category/powertips-users>
- Have fun with Zimlets!
- Based upon nature of Zimlets, APS-IT/CIS “limited” capability to support



ZWC: User Interface & Preferences

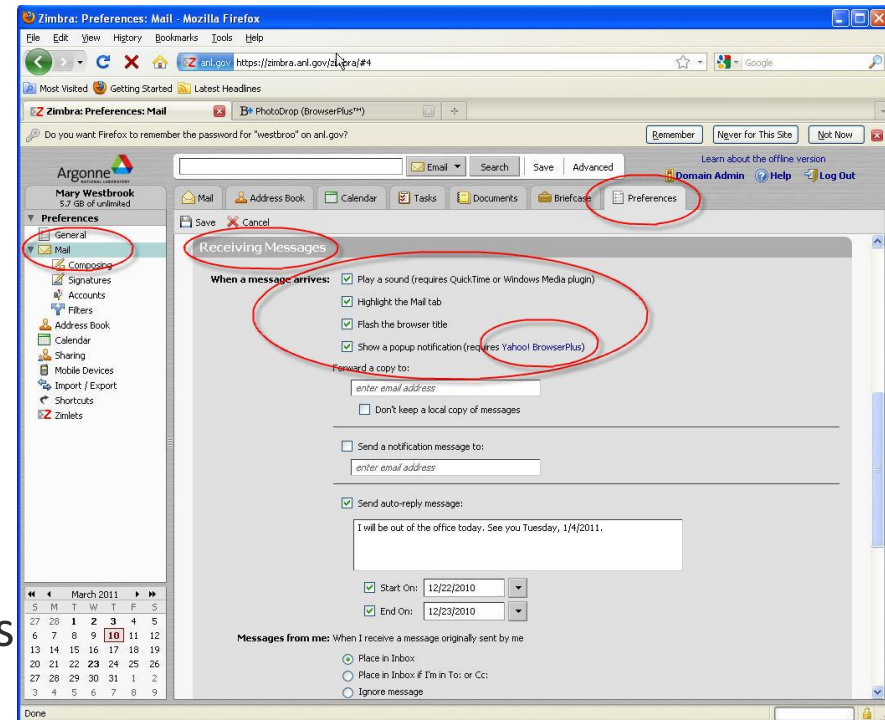


- Don't be afraid to try things in ZWC Interface
- Lot's of features are available
 - Try “hovering over”
 - Try “left-click”
 - Try “right-click”
- Users can change ZWC behavior within “Preferences”
- In addition to standard mail preferences, users can:
 - Change ZWC themes
 - Change ZWC display format (AJAX or HTML)
 - Setup email notification
 - Setup a vacation message
 - Setup an email signature
 - Configure email filters
 - Import/export address books and calendars
 - Display keyboard shortcuts used by ZWC
- With ZWC “Preference” changes need a refresh, may need to logout/login
- Recommend: Change 1 thing at a time, save, refresh/reload or logout/login
 - If change doesn't have effect you desire, undo change, save

ZWC: New Mail Notifications



- From ZWC, Preferences ->Mail
- Under heading “Receiving Messages”,
 - Try various options:
 - Play a sound
 - Highlight Mail tab
 - Flash browser title
 - Select “Show a popup notification”
 - Install Yahoo BrowserPlus
- Save
- Logout/Login



Thanks, Arista!

ZWC: Vacation Message

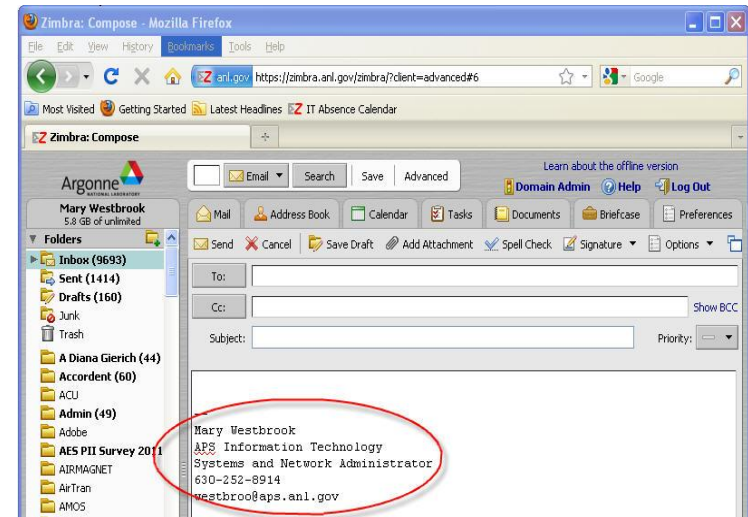
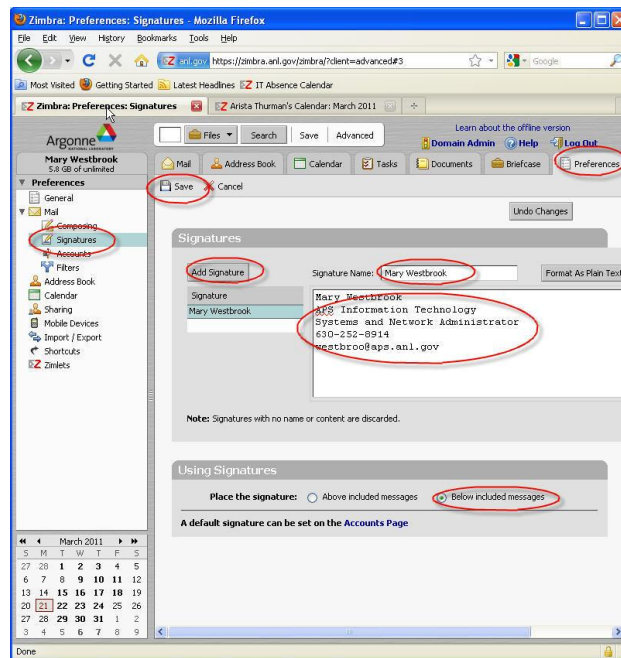


- Using ZWC, users can configure an “away” message, also known as a vacation, out-of-the-office, or auto-reply message
 - Click the Preferences ->Mail
 - In the Receiving Messages section, check Send auto-reply message
 - In the text box, enter the message to be sent
 - Set the start and end dates
 - Click “Save”
 - Vacation message is enabled immediately
- This message is sent to each recipient only once, regardless of how many messages that person sends you during the designated vacation period
- Zimbra can send vacation messages to offsite users



ZWC: Signatures

- User's can easily add a signature to their email messages
- Preferences->Signatures
 - Click on “Add Signature”
 - Enter “Signature Name”, like “Your Name”
 - Enter the signature text you wish to use
 - Save

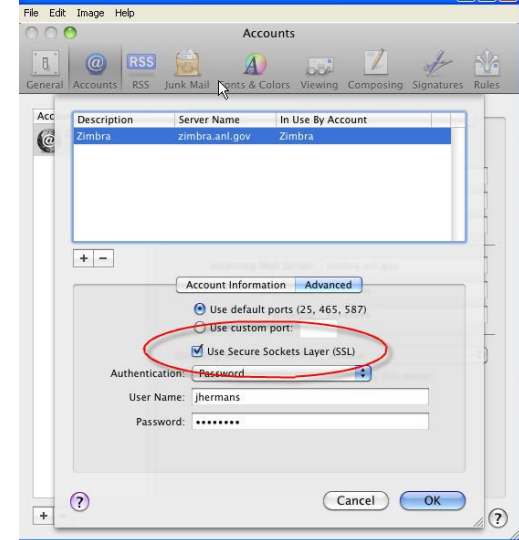


For Mac Users

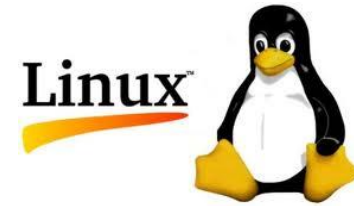
- Supported Clients
 - ZWC
 - Thunderbird
 - Mail (Apple's pre-installed client)
- Firefox and Safari browsers work equally as well with ZWC
- With ZWC, with a one-button mouse, use “option-click” as a “right-click” for access to more information
- If using Apple Mail, make sure when changing existing mail account that you check the "Use Secure Sockets Layer (SSL)" box with in the outgoing server options. When done correctly it should look like this.



Mac



For Linux Users



- Supported Email Clients:
 - ZWC Zimbra Web Client
 - Mozilla Thunderbird
 - Alpine
- Email Clients Not Supported (the following may work with some issues):
 - Evolution Mail and Calendar
 - Mozilla Sunbird Calendar
 - Lightning Calendar plug-in for Thunderbird
- Observations
 - Ajax does not work well in the Konqueror web browser
 - Standard(HTML) works fine
 - Mozilla Firefox is recommended for ZWC
- Client Setup Instructions:
 - Mozilla Thunderbird: Use general Thunderbird setup instructions:
http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Services/Email/Thunderbird/TB_zimbra.pdf
 - Alpine: configure .pinerc as follows:
 - smtp-server=zimbra.anl.gov:465/user=username/ssl/novalidate-cert
 - inbox-path={zimbra.anl.gov:993/user=username/ssl/novalidate-cert}INBOX
 - folder-collections={zimbra.anl.gov:993/user=username/ssl/novalidate-cert}[]

Thanks, Brian!



For Solaris Users



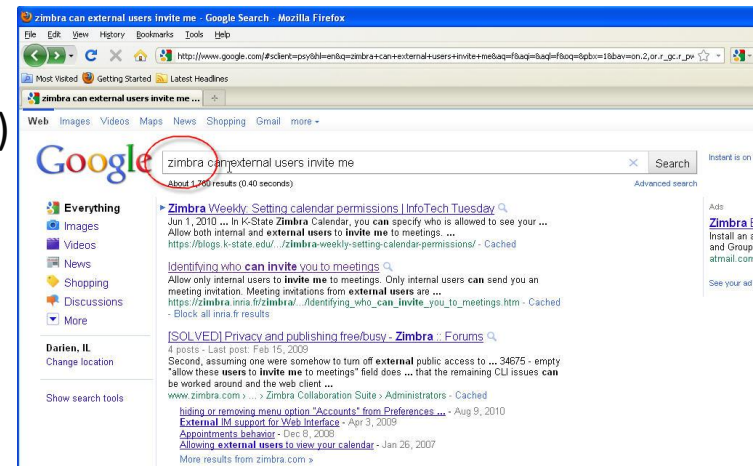
- The native Solaris mail tool (dtmail) isn't compatible with Zimbra.
- Solaris users will have to use:
 - Thunderbird, or
 - Zimbra Web interface
- Mozilla Firefox is recommended for ZWC

Help with Zimbra

Zimbra - Where to get help?



- ZWC Help Feature – check it out!
- APS Zimbra Wiki
 - <http://wiki.aps.anl.gov/zimbra> (Soon: <https://wiki.aps.anl.gov/zimbra>)
- ANL Zimbra Wiki
 - https://wiki.anl.gov/public/CIS_Email_Services/Zimbra_User_Documentation
- ANL Zimbra User FAQ
 - https://wiki.anl.gov/public/CIS_Email_Services/Zimbra_User_Documentation/FAQ
- Zimbra User's Guide
 - http://www.aps.anl.gov/APS_Engineering_Support_Division/Information_Technology/Service_s/Email/ZWC%20User%20Guide_6_0.pdf
- Zimbra Wiki, open-source community
 - <http://wiki.zimbra.com>
- Open a support request with APS IT (client side)
 - <http://www.aps.anl.gov/hd>
- APS IT will contact CIS, if needed (server side)
- **Note: Users may not contact CIS directly regarding Zimbra**
- You can always Google it!



APS Zimbra Wiki

- Lots of helpful Zimbra information is found on the APS Zimbra Wiki
 - Migration instructions
 - Email client configuration details
 - How to configure automatic Laboratory user email address lookups
 - Address book import/export information
 - Platform-specific information
 - For example, how to configure Mac OS X calendar program to access Zimbra calendar
 - How to configure your mobile device to sync with Zimbra mail
 - And, more...
- This presentation and all future Zimbra documentation will be published on the APS Zimbra Wiki:

<http://wiki.aps.anl.gov/zimbra>

Bookmark it!

Thank You

- Thanks for your kind attention!
- We are all continually learning new things about Zimbra, as we do we will be updating the APS Zimbra Wiki: <http://wiki.aps.anl.gov/zimbra>
- For assistance open a support request at <http://www.aps.anl.gov/hd>
- Check out the origin of “Zimbra”:
 - <http://blog.zimbra.com/blog/archives/2005/09/so-whats-a-zimbra.html>
- Questions?

Happy  Zimbra'ing!

